# GOVERNMENT OF INDIA
# ROAD TRANSPORT AND HIGHWAYS
# LOK SABHA

UNSTARRED QUESTION NO:1875
ANSWERED ON:05.05.2016
Uniform for Toll Plaza Attendants
Yadav Shri Om Prakash

**Will the Minister of ROAD TRANSPORT AND HIGHWAYS be pleased to state:**

(a) whether it is a fact that now all toll plaza attendants across National Highways will wear Navy blue full-sleeve shirts and trousers, sports caps and safety jackets with name of the operator mentioned on them;

(b) if so, the details thereof;

(c) whether the Government also directed all the toll operators to display the toll charges prominently and deploy its personnel only after training them in basic etiquette do deal with commuters;

(d) if so, the details thereof; and

(e) whether the Government proposes to conduct surprise checks to find compliance of the code, if so, the details thereof?

## Answer

THE MINISTER OF STATE IN THE
MINISTRY OF ROAD TRANSPORT AND HIGHWAYS

(SHRI PON. RADHAKRISHNAN)

(a) to (d) National Highways Authority of India (NHAI) vide circular dated 02.02.2016 has decided to prescribe navy blue uniform which includes sports cap (with logo of company of the contractor/concessionaire), full sleeves shirt and trouser, security belt (with logo of company of the contractor/concessionaire) and safety jackets (with fluorescent stripes in front and back) for all fee plaza staff. NHAI has also directed fee plaza operators to develop on their own a training programme/module for fee collection staff and to standardize the display boards at fee plazas according to the latest fee rates, concessions and exemptions available to users.

(e) NHAI vide circular dated 03.07.2014 issued instructions for surprise checks by the Project Director atleast once in a month to observe the performance of the user fee collection contractor and to furnish the inspection report to NHAI, Headquarter.

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